VOICE MAIL USER'S GUIDE
Welcome to the University of Arizona's Voice Mail System!

You’re about to discover just how simple and efficient communication can be with Voice Mail. Now you can send, listen to, and save messages from your callers, and reply or send copies of messages to others on your Voice Mail system—in a single call, from any touch-tone phone, 24 hours a day!

And it’s as easy as 1, 2, 3, 4! The best way to learn how to use the system is to “play” with it. There’s nothing to memorize except the system phone number (621-2000) and your password. Nothing you do can break the system. Don’t worry about making a mistake. Changes you make are not permanent; you can always change them again. Just pick up the phone and begin by sending messages to yourself. Listen to the friendly voice prompts and follow this guide to find out how powerful your

About This Guide

This guide introduces each feature on the University of Arizona’s Voice Mail System. Beginning at the Main Menu, each function is described as you would encounter it on the system.

By using the Table of Contents and Index, you can quickly review any feature you wish to use. This guide also includes many helpful hints and tips to assist you using the full range of Voice Mail features.
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Helpful Hints

These suggestions will help you use the voice mail system more effectively and make it easier for others to benefit from this service.

Do not “hide” behind the system. People will leave messages, but their first choice would be to speak to you directly. If you are available, answer the telephone when it rings.

Identify yourself. Do not assume that the recipient will always recognize your voice. Start each message with “Hello (name), this is (your name).”

Provide details. If you are calling to ask a question, ask it rather than leaving a message to have the person call you back. The recipient can then prepare an answer prior to returning your call.

Respond to messages. Callers and users will only leave you a message if you get back to them.

Check your mailbox frequently. Look for new messages several times a day, and respond to your messages promptly.

Use the reply feature. When you send a message to another subscriber’s mailbox, from your voice mailbox, it will be left as an “inside call.” As a result, they will be able to use “reply” to respond directly to your mailbox.

Update your greetings. When you will be away from your office for a day or more, create an Extended Absence Greeting to let the caller know when to expect a response. The Extended Absence Greeting will be played to callers until you remove it. At that time, your Personal Greeting is automatically reinstated.

Keep your mailbox current. Mailboxes can get full. Keeping old messages in the archives could cause the system to “fill up” needlessly. If your mailbox is full, anyone trying to leave you a message will hear that your mailbox is full and will not be able to leave a message.

Organize your thoughts. Be succinct and to the point. The result is a clearer and often shorter message.

System telephone number. Dial 621-2000 to enter the UA Voice Mail system.
### Helpful Terms

Before you begin, read the following section to become familiar with some of the terms used in this guide.

<table>
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<th>Term</th>
<th>Description</th>
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<td><strong>Mailbox number</strong></td>
<td>It is the same seven digits as your phone number.</td>
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<td><strong>Subscriber</strong></td>
<td>Caller with a mailbox on the UA system.</td>
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<tr>
<td><strong>Outside caller</strong></td>
<td>Caller from outside the voice mail system.</td>
</tr>
<tr>
<td><strong>Mailbox</strong></td>
<td>A portion of the system where you can send and receive messages.</td>
</tr>
<tr>
<td><strong>Password</strong></td>
<td>Numbers that uniquely protect your mailbox from unauthorized use.</td>
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<td><strong>System Administrator</strong></td>
<td>The person in UITS’s Telecommunications Services who manages the Voice Mail System.</td>
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<td><strong>Initialize</strong></td>
<td>Record your name and password to identify your mailbox.</td>
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<td><strong>Standard Greeting</strong></td>
<td>A prerecorded greeting that tells callers they may leave a message.</td>
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<tr>
<td><strong>Menu</strong></td>
<td>A list of features or options on a diagram.</td>
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<td><strong>Main Menu</strong></td>
<td>A menu offering the basic choices of listening to and sending messages.</td>
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<tr>
<td><strong>Delivery Options</strong></td>
<td>Feature that allows you to mark messages Private or Urgent, and determine delivery schedule (immediate or future)</td>
</tr>
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<td><strong>Destination</strong></td>
<td>The mailbox number or name of the person you want to receive the message.</td>
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<td><strong>Envelope information</strong></td>
<td>Like the return address on an envelope, tells you who a call is from, the date and time it was sent, and the length of the message.</td>
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<td><strong>Guest mailbox</strong></td>
<td>A portion of your mailbox that you can designate for someone who is not a subscriber, but with whom you communicate frequently.</td>
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<td><strong>Home mailbox</strong></td>
<td>Like the Guest mailbox, lets family members send messages to you and receive messages from you.</td>
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<td><strong>Reply</strong></td>
<td>Respond directly to another subscriber's message.</td>
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<td><strong>Archived messages</strong></td>
<td>Messages saved for future use.</td>
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What Callers Hear

The following diagram illustrates an outside caller’s options.

![Diagram of caller options]

**Things to remember:**

1. Tell people who call you regularly that they can press # to skip your Personal Greeting. If, however, you have recorded an Extended Absence Greeting, they cannot skip that greeting.

2. People who call you can just hang up after recording a message if they don’t want to review it or mark it Urgent.

3. When outside callers and subscribers calling your telephone number have recorded a message, they may hang up or press 1 for more options. They are prompted to press 1 if they are satisfied with the message as they recorded it, or press 2 if they want to listen to the message. They are then prompted to press 3 to erase and re-record or press 4 to continue recording. Callers can mark the message for Normal or Urgent delivery after pressing 1.

4. If you dial an extension and get forwarded to the system when you’re calling a subscriber, make sure you press * to get back to the system greeting, then press # and your mailbox number, then enter your password. This way, you will enter as a subscriber. The person you are calling will be able to send you a reply, and will have additional message sending options.
Getting Started

Once you have initialized your mailbox, your mailbox will be activated within two working days.

Reading the instructions in this guide and following the system diagram on pages 16 and 17 will help keep you on track. Once you’ve had a little experience using the system, you’ll find the friendly voice prompts are all you need to guide you through the many options available.

You will focus on the basics at first: entering your mailbox, listening to messages, and sending messages. Before you know it, you will be able to use any feature you choose.

How do I Listen to My Messages?

When calling from your UA office telephone:

1. Call 621-2000
2. Enter your password

You may now review messages that have been sent to you and send messages to other subscribers.

When calling from any telephone other than your UA office telephone:

1. Call 621-2000
2. Press ✉
3. Enter your phone number, then your password.

You may now review messages that have been sent to you
How do I know if I have messages?

You will be notified of new messages in one of two ways. If your telephone set has a message waiting lamp, the lamp will light. If your telephone does not have a call waiting lamp, just lift the telephone receiver. A stuttered or intermittent dial tone lets you know you have a message in your mailbox.

By pressing 1–1 at the beginning of a session, you will first hear unheard messages received since the last session. By pressing 1, you hear all messages in your mailbox in the order received. If new messages arrive before you exit the system, you are prompted to press 1–1 to hear new messages.

You have a number of options while a message is playing and after you have listened to it. You can save, erase, or skip each message.

The next message is played automatically. Your mailbox can receive a limited number of messages and can get full, so you should routinely erase unneeded new or archived messages.

You listen to your messages one at a time. The order in which they are played is messages from home, urgent, non-urgent, and archived—with the oldest messages within each category played first.
Skip a Message

You may skip to the next message at any time while listening to a message by pressing the # key. You can skip to archived messages at any time by pressing #–#. Any message you skip remains available for your review later.

Cancel Review of Messages

You may stop reviewing at any time while listening to messages in your mailbox by pressing the * key. You will return to the Main Menu.

Replay a Message

At the end of a message, you can press 4 and replay the message.

Envelope Information

You can obtain envelope information while listening to the message or immediately after it ends. You hear the sender’s name if the message is from a subscriber (otherwise, you hear that the message is from an outside caller), date and time sent, how long it is, and whether it is Urgent and/or Private. For an archived message, the time refers to when the message was archived. After playing the envelope information, the system automatically resumes playing the message where you left off.
**Send a Copy to Someone with Introduction**

You can send a copy of a message you’ve received to another subscriber. Add your introductory comments, so the person receiving the copy will know it has been forwarded by you. This feature is useful when you receive a message that can be handled or should be heard by another subscriber. You can send a copy of any message unless it has been marked Private by the sender.

After listening to the message:

Record your introductory comments.
Press [#] to indicate the end of your introduction.
Press [1] to review your comments before sending.
Enter the destination mailbox or press [#] to dial by name.

**Send a Copy to Someone Without Other Introductions**

After listening to the message:

Press [6]-[6] to remove other introductions before sending a copy of the message.
Record your introductory comments.
Press [#] to indicate the end of your introduction.

Press [1] to review your comments before sending (optional).
Enter the destination mailbox or press [2] to dial by name.
If your receive a message with several prior introductions, you can remove those introductions and forward the message to someone else with just your own introduction.

**Erase**

Messages that do not require action can be erased after review by pressing [7]. Once you erase a message, however, it cannot be retrieved.

**Reply with a Voice Message**

After listening to the message:

Press [8] to reply to the message.
Record your reply.
Press [#] to indicate the end of your message.
Press [#] to send your reply.
You can send a reply to a subscriber’s message immediately after you review without hanging up and redialing. Your reply is received by that person like any other message. While recording your reply, you can use recording controls to review and edit your response. You can also use Delivery Options, such as Private and Urgent. Refer to Delivery Options on page 12.
Save
To save a message in the archives, press 9. Saved messages are archived separately from new messages and are played after your new messages.

Skip From One Type of Message to Another
After playing all of your new messages, the system automatically plays your skipped messages (messages skipped after listening for 2 seconds or more during the current session) and then your archived messages. You can skip to archived messages at any time by pressing #–# close together while reviewing new messages.

Remember, pressing * cancels Message Review altogether and returns you to the Main Menu.

Playback Controls
While listening to a message you can rewind to the beginning, forward to the end, pause or resume playback, or increase the volume or speed of message playback.

These steps are performed using the following keys:

- 1 rewinds 10 seconds
- 1–1 rewinds to the beginning
- 2 pauses messages pressing 2 again restarts
- 3 fast-forwards 10 seconds
- 3–3 fast-forwards to the end
- 4 plays the message slower, pressing 6 is faster (two levels in each direction)
- 5 gives envelope information
- 8 sets volume to normal
- 9 increases the volume
Steps to Send a Message to Other Subscribers

After entering the system:

- Press 2 to record the message (using recording controls, if desired).
- Press # when finished recording.
- Press 1 to replay your message if desired.
- Press * to re-record if desired.

Enter the destination mailbox number or press # to spell the name.

Press 0 to select message delivery options (Private, Urgent, Message Confirmation, Future Delivery).

Press # to send the message.
The sending messages function allows you to record and send messages to other subscribers on the system. You may re-record all or part of your message, if desired, as well as choose from a variety of delivery options.

**Re-recording Your Message**

Before or after pressing # to mark the end of a message and before entering the destination mailbox, you can press 1 or 1–1 to review the recorded message. If you are not satisfied with the message as you recorded it, before sending you can re-record all or part of it by using recording controls.

**Recording Controls**

- 1 rewinds 10 seconds of the message
- 1–1 rewinds to beginning of the message
- 2 pauses about 20 seconds (pressing 2 again restarts)
- 3 fast-forwards 10 seconds
- 3–3 fast-forwards to the end of the message
- 4 slows down the message (press 4 again to slow down more)
- 5 after pausing, allows you to resume recording or record over what you had previously recorded
- 6 speeds up the message (press 6 again to speed up again)
- 8 is normal volume
- 9 increases the volume
- * deletes the entire recorded message and you are prompted to re-record.

If you are reaching the limit on the amount of time allowed to record a message, two beeps will be heard. At that point, you have about 10 more seconds to record.

**Selecting a Destination**

A destination can be an individual subscriber’s mailbox number or name, a personal or group distribution list number, or a Guest or Home mailbox number. You can send a message to any one of these individually or to any combination of destinations. You can also send messages to yourself by entering your own mailbox number. Refer to Personal Options on page 21 for creating Group Distribution Lists and Guest and Home mailboxes.

**Dial-by-Name**

If you can’t remember a subscriber’s mailbox number, it is possible to address the message by spelling that person’s name, last name first. Names
can include letters (A to Z) or numbers (0 to 9), entered as follows:

0 = 0

1 = 1

2 = 2, A, B, or C

3 = 3, D, E, or F

4 = 4, G, H, or I

5 = 5, J, K, or L

6 = 6, M, N, or O

7 = 7, P, Q, R, or S

8 = 8, T, U, or V

9 = 9, W, X, Y, or Z

For example: Jones, Bob, is entered as 56637262.

The system requires that digits/letters be entered only until it uniquely identifies the mailbox. If a unique match is not found but there are less than four options, the system presents the options. The spelling of names must exactly match the recipient’s name as entered in the system by the System Administrator.

**Delivery Options**

You may use any combination of the delivery options. Options can be selected after you enter the destination and before you send the message. **You may cancel any option for a particular destination by pressing its number again** (i.e., pressing [2] the first time marks it Urgent; pressing [2] again removes the Urgent marking).

**Private**

Marking your message Private prevents the recipient from sending the message to anyone else.

**Urgent**

If you mark a message Urgent, it is available for review by the recipient after Home messages and before non-urgent messages. Use the Urgent delivery option with discretion because some subscribers could have their outcall notification set to call or page them immediately for Urgent messages.

**Message Confirmation**

If you request message confirmation, the system offers two choices: Confirmation of Receipt and Notification of Non-receipt.

When you select Confirmation of Receipt [1], the system sends a
message to your mailbox telling you when the recipient has listened to your entire message. When you select Notification of Non-receipt [2], you receive a system-generated confirmation message only if the recipient does not review the message within 5 days.

**Future Delivery**

You can tell the system to deliver your message at a specific time in the future. After selecting the Future Delivery option by pressing [4], the system first asks you to specify a date (e.g., “January 31”) or the day of the week if it is within the next week such as , “Wednesday.”

To specify the date, press [1]. You will then be prompted to:
- Select the month (Jan. = [1], Dec. = [1][2]).
- Select the date ([1] to [3][1]).
- Set the hour and the minutes as either 3 or 4 digits.
  (Set 2:00 as [2][0][0], set 10:15 as [1][0][1][5].)
- Press [1] for a.m. or [2] for p.m.

To spell the day of the week, press [2]. You will then be prompted to:
- Select the day using the first two letters. (Sun. = [7][0], Fri. = [3][7])
- Set the hour and the minutes as either 3 or 4 digits.
  (Set 2:00 as [2][0][0], set 10:15 as [1][0][1][5].)
- Press [1] for a.m. or [2] for p.m.

**Different Options for Different Destinations**

When sending to multiple destinations, the options assigned to the previously entered destinations (Private, Urgent, Message Confirmation, and Future Delivery) also apply to the next destination. To cancel a previously selected option, press the number of that option again, before sending the message to its destination. This action turns the option off. In this way, you can send the same message to two people and have it sent to one person as Urgent and Private and to another person with only Future Delivery specified.

**Sending the Message**

Send the message by pressing [#] only after selecting all the options desired. Your message will be sent (or held for future delivery). Now you can enter another destination or press [*] to return to the Main Menu.

Like putting a letter in a post office mail slot, once you’ve sent a message, you cannot get it back.
Steps to Locate Messages Sent

After entering the system:

Press 3 to locate messages.

Press 1 to locate messages you have sent to other subscribers.

Identify the recipient’s mailbox by entering the mailbox number or press # to spell the person’s last name.

Locate Messages Sent

Any time after you have sent a message to a subscriber, you can check his or her mailbox to see whether the recipient has listened to your message. The system plays each message from you that has not been listened to by the recipient in that mailbox. You can press # to skip past one message and move to the next.

To cancel Locate Messages Sent, press *.

A message is considered “listened to” when the recipient has heard the entire message and the end of message prompts (Erase, Reply, or Save). You can also request the system to send your notification automatically when the recipient has listened to your entire message. Refer to Message Confirmation in the Message Sending section on page 12.
**Steps to Locate Messages received**

After entering the system:

- Press 3 to locate messages.
- Press 2 to locate messages other callers (subscriber and outside) have sent to you.
- Press 1 to locate messages from a specific subscriber. Enter the subscriber’s mailbox number or spell the name; or press 2 to locate messages received from outside callers.

You can press 2 to skip past one message and move to the next. To cancel Locate Messages Received, press #.

Valid mailboxes for locating messages received are local mailboxes, network addresses, group lists, and home and guest mailboxes.

If you choose to hear messages from outside callers, the system plays all messages from outside callers.

**Locate Messages Received**

Locate Messages received lets you ask the system to play messages sent to you from a subscriber or distribution list you specify. The system plays new and archived messages from that individual or group of individuals. Create a personal group list to sort the message you have received from members of the list. The system plays all new voice messages sorted in the order of the names on your list; then it plays all archived messages sorted in the same order.
These controls are always available:
- Cancel or Exit: *
- Help: 0
- Operator: 00
- Complete or Skip: #

Entering the UA Voice Mail System
1. Call 621-2000
2. If you are calling from your UA phone, enter your password
   OR
3. If you are calling from any other phone, press # then enter your phone number, then your password

Main Menu
- Check Unheard Messages
- Review Messages
- Send Messages
- Locate Messages
- Personal Options
- Restart
- Exit

Personal Options
- Greetings
- Notification
- Schedule
- Security Options

Administrative Options
- Passwords
- Group Lists
- Prompt Levels
- Date & Time
- Playback
- Notification On/Off
- Administrative Options

Notification Schedule
- 1st Schedule
- 2nd Schedule
- Temporary

Greetings
- Specific
- Outside

Review Messages
- Unheard Voice messages
- Heard/skipped voice messages

When reviewing voice messages, use playback controls (see lower right).
The Personal Options menu provides you with the flexibility to change prompt levels, passwords, and greetings; establish group lists and notification schedules; and activate date-and-time playback, and security options.

From the Personal Options menu you can choose one of six options, then hear prompts that will guide you. By referring to the diagram above and listening to the prompts, you can move easily through the options.

**Notification On/Off**

You can turn the system’s message notification on or off at your convenience. There are two kinds of notification:

**Outcall notification:** The system calls you at a designated number to tell you that you have messages. See Notification Schedule on page 25.

**Message waiting indicator:** Either a light on your phone or stutter dial tone tells you that you have new, unheard messages.
When you press 1 in the Personal Options menu, the system tells you whether outcall notification is on or off and whether your message waiting indicator is on or off.

If outcall notification is on press 2 to turn it off; if it is off, press 1 to turn it on. Even though a schedule is set, the system does not place calls unless outcall notification is turned on.

If your message waiting indicator is on press 4 to turn it off; if it is off, press 3 to turn it on.

### Administrative Options

### General Options

#### Steps to Create Passwords

After entering the system, press:

- 4 for Personal Options
- 2 for Administrative Options
- 1 for Passwords

Choose the type of password to be created (options 1 through 5 on diagram).

Enter the unique password number.

Press 4 to indicate the end of the password.

### Passwords

You recorded your Personal password when you entered the system for the first time and initialized your mailbox. To change your password, add, or change a Guest, Home, or Secretary password, use the Personal Options menu.

Your password must have a minimum of 4 digits, but it can have as many as 15. Try to create passwords that are easy to remember, yet not easily guessed by other people. Do not use your telephone number as your password. Each password that you create must be different. For example, you and one of your guests cannot have the same password. However, since the passwords you assign refer only to your mailbox, other subscribers could have the same password without any effect.

If you want to find out the current password, press 0 immediately after you identify the type of password to be changed.
Your Personal Password

You can change your Personal password at any time after your initial entry into the system. Your password prevents others from accessing your mailbox and listening to your messages. You should make your password a number easy for you to remember, because if you forget it your mailbox will have to be re-established by the System Administrator. No one can get access to your current password through the system. However, it is important to protect your password so others may not easily guess it and gain access to your mailbox. It is a good idea to change your password occasionally and vary its length.

Home Password

You may give members of your family a password (or use this as a third Guest password). This password enables them to send and receive messages in the same manner as a guest. You will hear messages from Home before all other messages.

NOTE: You can reply to Guest or Home messages, and Guest or Home mailbox numbers. Guest 1 is mailbox 91, Guest 2 is mailbox 92, Home is mailbox 93.

These mailboxes can be destinations like any other mailbox (you can put them on group lists, etc.).

Guest Passwords

You can have two Guest passwords and therefore two Guest mailboxes. You can provide a Guest password to someone who is not a subscriber but with whom you communicate frequently. This enables them to send messages directly to you and to receive messages from you, using a portion of your mailbox. Your guests can only hear messages you send them, and can only send messages to you. Other subscribers cannot send messages to your guests.

You can change guests who use your mailbox by simply changing the Guest password and giving the new password to the new guest. The former guest’s messages will be erased automatically.
Secretary Password

A Secretary password allows your secretary or someone else you designate to enter your mailbox and obtain only the envelope information for the messages in your mailbox. Envelope information about messages from the Home mailbox is not played.

Using Guest and Home Passwords

The person with a Guest, Home, or Secretary password must enter the system by:

- Calling the system telephone number: 621-2001
- Pressing #
- Entering your mailbox number
- Entering the special password that allows entry into his or her portion of your mailbox

Group Distribution Lists

When sending messages to the same group of people regularly, group distribution lists can save you time. These lists provide a way of storing up to 25 mailbox numbers per list. Messages can be sent to all members of the list using a two-digit destination number. You can create new group distribution lists, delete lists, or review and modify existing lists.

Steps to Create a New Group Distribution List

After entering the system, press:

- 4 for Personal Options
- 2 for Administrative Options
- 2 for Group Lists
- 1 to create a list

Assign a two-digit number to the list you want to create (from 11 through 25).

Record the name for the list (e.g., “Project Team”).

Enter the mailbox number or spell the name of each person you want on the list.

Press 1 to review all names on the list (if desired).

Press * to exit and save the complete list.
NOTE: You can have as many as 10 group distribution lists (numbered from 11 through 20), each with up to 25 mailbox numbers.

To send a message to one of your distribution lists, enter the two-digit distribution list number when prompted for a destination. The name you recorded is played to confirm the distribution list name before the message is sent.

Edit Existing Lists

Editing a list means that you can either add or delete a particular mailbox from the list, or that you can ask the system to read the names of all the people on the list. When updating a list, if a subscriber’s mailbox is already on the list and you wish to remove it, enter the mailbox number, or spell the name again. If it is not on the list, then the mailbox is added.

Delete Existing Lists

You can delete an entire personal group distribution list.

Review or Rename Lists

If you forget the name and number of a group distribution list, you can review your lists and ask the system to play the names of all of your lists. You can also rename a list.

Prompt Levels

There are three levels of prompts: Standard, Extended, and Rapid. New subscribers are automatically prompted at the Standard level. As you become familiar with the system, you can change the prompt level to Extended or Rapid to hear prompts for all available options.

Standard Prompts

This level of prompts guides you through the basic Review and Send functions at the Main Menu. Other Main Menu choices are available to you, just refer to the diagram.

Extended Prompts

Extended prompts give more detailed instructions and prompt you for use of all features.

Rapid Prompts

Rapid prompts cover all features, but are very brief. They allow you to use the system more quickly once you are familiar with its capabilities.
Interrupting Prompts

As you become more familiar with the system, you will often know what to do without needing to hear the entire prompt. In that case, you can press the correct key and interrupt the prompt. You do not have to listen to the entire prompt. However, the system does not allow you to interrupt certain prompts, such as name confirmations and error messages.

Date and Time Playback

You can use this feature to hear the date and time each message was received before listening to the message. For archived messages, you can hear the date and time the message was received. Date and time playback can be automatic or you can be given the option to turn it On [1] or Off [2] at your convenience.

Greetings

You can easily change your personal greeting to keep callers informed of your schedule. You can also leave an extended absence greeting or re-record your name.

Steps to Create Personal Greetings

After entering the system press:

- [4] for Personal Options
- [3] for Greetings
- [1] for Personal Greetings
- [2] to record a personal...

Personal Greetings

Your personal greeting is played to anyone calling or being transferred to your mailbox.

You can record two greetings that are played to callers under different circumstances:

Press [1] to record a greeting that tells callers you are away from your phone (no answer).

Press [2] to record a greeting that tells callers you are on the phone (busy). If you do not record a busy greeting, the
Extended Absence Greeting

You should record an Extended Absence Greeting to be played to subscribers and outside callers in place of the Personal Greeting. This message advises callers that you are away from the office and will be checking your mailbox infrequently. They may leave you a message or you could refer them to someone else. Callers cannot skip your Extended Absence Greeting.

NOTE: While your Extended Absence Greeting is on, each time you enter the system, you are reminded that you are using an Extended Absence Greeting. You will then be prompted to delete or retain it. Your personal greeting is reinstated as soon as the Extended Absence Greeting is deleted.

Name Recording

The system plays your name to confirm your mailbox number whenever someone addresses a message to you. You recorded your name during your first entry into the system, but you can change the recording of your name whenever you choose.
## Notification Schedule

### Steps to Set Up a Notification Schedule

<table>
<thead>
<tr>
<th>Action</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>After entering the system:</td>
<td>Press 4 in Personal Options for the Notification Schedule menu.</td>
</tr>
<tr>
<td>Select first, second, or temporary schedule.</td>
<td>Press 1 to update or press 2 to cancel the schedule.</td>
</tr>
<tr>
<td>Enter the telephone number where the system should call you.</td>
<td>Enter the weekday notification time period.</td>
</tr>
<tr>
<td>Enter the weekend notification time period.</td>
<td>Select how soon the system should call you after a new message arrives (can be different for Urgent and non-urgent).</td>
</tr>
<tr>
<td>Press 1 to confirm the schedule, or press 2 to change it.</td>
<td>Press 1 to confirm the schedule, or press 2 to change it.</td>
</tr>
</tbody>
</table>

You can have the system call you at a designated telephone number to notify you when new messages are delivered to your mailbox. The telephone number can be a seven digit local number.

You can control the hours when outcalling is in effect. You can set up the outcall schedule in your mailbox to have the system call you immediately when a message is delivered, or you can select intervals of time between when a new message reaches your mailbox and when the system calls to notify you.

Notification for Urgent and non-urgent delivery messages can be handled differently.

The system allows you to set two permanent and one temporary schedule. You can use one or all three schedules, or you can choose not to use this feature at all. Outcall notification is most often used by subscribers who are frequently out of the office and want to be notified of new messages on a pager or cellular telephone. It is also helpful if a subscriber wishes to be notified of messages after hours or on weekends.
Time Periods for Notification.

Enter the time period when you will be accepting calls. You will be prompted to enter a start time and a stop time for the outcall notification from your mailbox. Tell the system whether the schedule applies on weekdays, weekends, or both. The first schedule must be used for daytime notification to a pager from 9 a.m. to 5 p.m. You can use the second schedule (if desired) for your home number. You can specify a time at home in the evening (e.g., 7:00-10:30 p.m.) and perhaps a limited time on the weekend (e.g., 5:00-7:00 p.m. on Saturday and Sunday). On University holidays, your weekend schedule will apply.

For 7:00, press 700; for 10:30, press 1030. To select a.m., press 1; for p.m., press 2.

Type of Message that Activates Notification

You can have the system call you when you get any message, or you can be more selective (only Urgent messages or only messages marked Urgent from a specific distribution list.

Your Temporary Schedule

If you set a temporary schedule, you must also indicate the length of time it will be in effect. During this period, the temporary schedule will override the other two schedules.
Security Options

Steps to Activate Access Security
After entering the system, press:

4 on the Main Menu for Personal Options.
6 on the Personal Options menu.
1 to turn on Access Security.
Record your name and the time.
2 to turn off Access Security.

Unauthorized access to your mailbox is extremely rare, but if you are concerned about the security of your mailbox, Access Security lets you know whether an unauthorized entry has been made into your mailbox. After activating this feature, each time you enter your mailbox you are prompted to record your name and the time of day. The system then plays back the recording made the last time you entered your mailbox and the time of mailbox entry: “The last mailbox access was by (recorded name) at (time of entry).”

If a name and time of entry were not recorded during the previous session, when you enter your mailbox you will hear silence or the following prompt: “The last mailbox access was by recorded name and time skipped.” When this occurs, an unauthorized entry can be suspected. You should change your password and notify the System Administrator immediately.

Restart

To restart the session, press 5 at the Main Menu.

After you have finished your messaging session, you may return to the system’s opening greeting. From that point, you can use other system features, such as transferring to an extension using an automated attendant, or listen to information in an Information Center Mailbox.
System Capacities

When you try to send a message, you may occasionally find that a mailbox is full. Your own mailbox could be full, or you could run out of time when recording a message. The system always tells you when you have reached your maximum. The system parameters for Business Services subscribers are:

Maximum greeting length: 60 seconds

Maximum message length: 3 minutes

Maximum number of messages: 30

Days new messages saved: 15

Days messages archived: 15

Maximum future delivery: 365 days

Number of group distribution lists: 10

Number of subscribers per list: 25

Passwords: 4 to 15 characters

Special System Messages

Before you reach the Main Menu, you may hear some special notification messages from the system informing you of delivery confirmations or message deletions after a message has been saved for 15 days. These notifications may not be skipped. You must also listen to broadcast messages from the System Administrator.
Here are a few shortcuts and tips to help you move about the system in a more efficient manner.

**The 7 Key**

When you are calling to check your mailbox for messages, or to send a message, you can skip your personal greeting by pressing the **7** key. The system takes you immediately to the point where you enter your password.

**The 0 Key**

Press **0** if you need help, more explanation, or want more options. (If you don’t press anything, the system will repeat the previous options to help you.) Press **0-0** while in your mailbox to reach your designated attendant.

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**The * Key**

Press ***** when you want to cancel what you are doing. During recording, press ***** to erase and re-record; when entering a destination number, press ***** once to re-enter the number if you have made a mistake.

Press ***** any time you want to cancel a previous entry or exit from a menu. When you exit from a menu, you “back up” to a previous menu. For instance, **in the Administrative Options menu takes you back to the Personal Options menu; one more **returns you to the Main Menu where you can start all over again!

At the Main Menu, press ***** until you hear “Goodbye.”
The # Key

Press # when you want to complete a step, skip a message you are reviewing, or sending a message.

Pressing # also allows callers to skip Personal Greetings and go directly to the recording tone.

If you are in your mailbox, you can use # to interrupt most prompts if you know what you want to do.

Pressing # can also be used to denote the end of a variable-length number such as a password, telephone number, or group list number. This keeps the system from having to wait to see whether you have finished entering digits.

When choosing the destination for a message, # activates the spell-by-name feature. This enables you to locate a subscriber’s mailbox number by simply spelling the subscribers last name using the touch-tone keys.

Prompt Levels

New subscribers begin using the system with Standard Prompts which prompt for only Review and Send at the Main Menu. Check Receipt and Personal Options are available to you, but you will not be prompted for them. As soon as you are comfortable with the basics, you will probably want to use Extended Prompts to hear prompts for all options.

Having Trouble?

“Sorry, you’re having trouble.” If you hear this, it is because you are experiencing difficulty requesting certain options or have requested Help (pressed 0) several times. Don’t get discouraged. Use this guide to get more information, then call the system again or check with the System Administrator.

System Telephone Numbers

System access number
(602) 621-2000

Voice Mail Trouble Line
621-7999

Voice Mail orders and assistance
621-8999
Access Security ................................................................. 27
Administrative options ......................................................... 19
Archive messages ................................................................. 9

Cancel review, message ....................................................... 7
Confirmation, message ......................................................... 12
Copy message to someone with other introduction ............... 8
Copy message to someone without other introduction .......... 8

Date and time playback ....................................................... 23
Delivery options ................................................................. 12
Destination, enter ............................................................... 13
Dial-by-Name ................................................................. 11
Distribution lists ............................................................... 21

Envelope information ......................................................... 7
Erase ................................................................. 8
Extended absence greeting ............................................... 24
Extended prompts ......................................................... 30

Future delivery ................................................................. 13

Glossary of terms ............................................................. 3
Greetings ................................................................. 23
Group distribution lists .................................................... 21
Guest, passwords, mailbox ................................................ 20

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